

Appendix 1 - Complaint form

Please complete and return to the Complaints Co-ordinator who will acknowledge receipt and explain what action will be taken

Your name:	
Student's name:	
Your relationship to the student:	
Address:	
Postcode:	
Daytime telephone number:	
Evening telephone number:	
Mobile number:	
Please give details of your complaint:	
What action, if any, have you already taken to try and resolve the complaint? Who did you speak to and what was the response?	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paper work? If so, please give details:	
Signature	
Date	

For Official use only	
Acknowledgement of complaint sent (date)	
By whom	
Signature	
Please complete the following, acknowledging the stages of the complaints procedure that have been followed and make any comments as necessary	
Stage 1 (complaint heard by staff)	
Date:	
Signature:	
Stage 2 (complaint heard by Principal)	
Date:	
Signature:	
Stage 3 –(Complaint referred to the Chair of Academy Council)	
Date:	
Signature:	
Stage 3 (Complaint referred to Academy Council)	
Date:	
Signature:	